

# Job description

<b>Job title</b>	Empty Homes Data Co-Ordinator		
<b>Job number</b>	5537	<b>Grade</b>	5
<b>Directorate</b>	Customer	<b>Department</b>	Customer Support
<b>Reports to</b>	Area Manager	<b>Date effective</b>	June 2026

## Purpose

To co-ordinate the accurate recording and administration of empty homes and void properties within the housing management system, working closely with all internal departments. Responsibility to ensure information is complete, up to date and supports the efficient turnaround of homes and groupwide reporting. Take a proactive approach to monitoring void activity, maintaining accurate records and supporting the smooth progression of properties through the empty homes process.

## Key responsibilities/ deliverables

- Maintain accurate and up-to-date records for all empty homes and void properties within the housing management system.
- Liaise closely with internal departments to ensure void information is recorded consistently and correctly.
- Lead role in the weekly cross-departmental empty homes data meeting
- Monitor void cases proactively and follow up outstanding actions to support the timely progression of empty homes.
- Ensure all property status changes, customer contacts, actions and updates are recorded accurately within relevant systems.
- Check data quality and identify discrepancies, missing information or delays, taking prompt action to resolve issues or escalate where appropriate.
- Support the co-ordination of void and empty homes processes by tracking progress and helping ensure key milestones are met.
- Respond to queries from internal teams and provide accurate administrative support relating to void and empty homes records.
- Develop and maintain effective working relationships with colleagues and stakeholders to support efficient cross-team working.
- Produce or assist with reports, performance information and data checks relating to void properties and empty homes activity.

- Support the data migration to the new housing management system, with any relevant testing, of empty homes data

### Line management

Direct reports: *None*

Indirect reports: *None*

Organisation chart

### Key internal contacts

Customer Support teams - especially Lettings, Customer & Communities teams - especially Neighbourhood, Property, Resales, Development, Fabrica

### Key external contacts

Contractors, local authorities, and other partners involved in empty homes process

### Operating environment/dimensions

Job persona: Hybrid

Delegated authority limit: £0

Budget: n/a

DBS level: Basic

Contract management:

KPIs:

Mandatory training:

Qualifications and training	Essential (Y)	Desirable (Y)
Educated to GCSE level or equivalent in Maths and English (Grades A*- C)	Y	
<b>Knowledge and skills</b>		

Experience of working in housing, voids, lettings or property-related services		Y
Experience of working in an administrative or co-ordination role - minimum of two years	Y	
Experience of maintaining accurate records and data on IT systems - minimum of two years	Y	
Demonstrable ability to work proactively and manage competing priorities	Y	
Demonstrable ability to communicate effectively with internal teams and stakeholders	Y	
Demonstrable ability to work proactively and problem solve	Y	
Strong attention to detail and commitment to data accuracy	Y	
Good working knowledge of Microsoft Office and housing management systems	Y	
<b>Behaviours for success</b>		
<b>Influential</b>		
<ul style="list-style-type: none"> <li>Build effective working relationships across teams, share accurate information and support colleagues to keep the void process moving efficiently.</li> </ul>		
<b>Future focused</b>		
<ul style="list-style-type: none"> <li>Take a proactive approach to monitoring activity, anticipating issues and improving processes to strengthen performance and reduce delays.</li> </ul>		
<b>Engaging</b>		
<ul style="list-style-type: none"> <li>Communicate clearly and professionally with colleagues and partners, providing timely updates and maintaining a collaborative approach.</li> </ul>		
<b>Resilient</b>		
<ul style="list-style-type: none"> <li>Remain organised and effective when managing multiple tasks, competing deadlines and changing priorities.</li> </ul>		
<b>Performance focused</b>		
<ul style="list-style-type: none"> <li>Take responsibility for accuracy, timeliness and quality, ensuring records are complete and work is delivered to a high standard.</li> </ul>		

This job description outlines the main responsibilities and requirements of the job. Colleagues are expected to comply with reasonable management requests to carry out additional or alternative duties.